

INFORMATION SYSTEMS ANALYST I

INFORMATION SYSTEMS ANALYST II

CLASSIFICATION DEFINITION

Performs a variety of professional, technical and analytical duties in the design, oversight, coordination and operation of a department's automation system, including enterprise, client/server and desktop systems and networks. Duties include work in the areas of user and system requirements analysis, network administration and maintenance, and/or applications development and maintenance.

Information Systems Analyst I

Information Systems Analyst I is the entry/trainee level in the Information Systems Analyst series. Employees in this class work under close supervision, receive in-service training, and are given detailed instructions in the performance of duties related to designing, overseeing and coordinating a department's information systems. As requisite skills and knowledge are developed, greater independence is exercised and employees are expected to perform increasingly responsible and difficult assignments.

Employees are expected to promote to Information Systems Analyst II after one year of satisfactory performance at the trainee level.

Information Systems Analyst I differs from the lower level class of Information Systems Technician in that the latter is more technical in nature, dealing with computer development and maintenance work focused more on operational problems.

Information Systems Analyst I differs from the class of Systems Support Analyst in that the latter class' primary responsibility is as the main resource for statewide automated systems and related systems which are designed and supported by the state. The Information Systems Analyst uses technical knowledge and analytical skills to determine, design, and implement necessary changes to the Department's information systems, including enterprise, client/server and desktop systems and networks.

Information Systems Analyst II

Information Systems Analyst II is the full working journey level class in the Information Systems Analyst series. Employees in this class are expected to be technically proficient in performing their assigned duties at a high level of independence under minimal supervision. Positions in this class are flexibly staffed and are normally filled by advancement from the lower level of Information Systems Analyst I, or if filled from the outside, require prior related experience.

TYPICAL DUTIES

Duties may include, but are not limited to, the following. For Information Systems Analyst I, duties are performed at the trainee level.

- Oversees and coordinates the planning, development and use of the department's information systems and services, including enterprise, client/server and desktop computer systems and networks and telecommunications networks.
- Analyzes, detects, identifies and corrects technical problems and deficiencies.
- Installs and integrates personal computer software and hardware.
- Performs second-level help desk activities, providing more complex technical support on system software and hardware.
- Interprets county, state, and federal regulations to determine impact on assigned system functions; develops system modifications to ensure compliance with regulations.
- Monitors and collects data on system performance.
- Participates in developing, implementing, and coordinating operating policies and procedures related to the department's automated system.
- Consults with and advises staff and users on technical problems, legal and system requirements, and county policies and procedures that impact operation of the computer system; solves system problems; tracks reported problems through resolution.
- Authorizes system access to users.
- Confers with users to assess computer system needs, including software and hardware, network enhancements, connectivity, etc. and makes recommendations to management regarding purchases.
- Assists in planning for expansion and utilization of the computer infrastructure on a departmental level.
- Performs related duties as assigned.

Network/Server Administration Option (In addition to the general duties)

- Manages the data communication network that links multiple computers and users, and also manages servers.
- Installs, configures and troubleshoots networked equipment including hardware, software and peripheral equipment.
- Evaluates and tests system and network upgrades.
- Monitors network traffic, performance and security and recommends changes to enhance services.
- Investigates, analyzes and resolves complex network related problems.
- Performs network administration, adding, modifying and removing user profiles and related permissions.
- Plans and coordinates the relocation of network resources and infrastructure.
- Designs, installs, configures and supports interconnectivity between a variety of electronic systems.

Application Development Option (In addition to the general duties)

- Analyzes client information regarding business requirements and recommends technology solutions.
- Designs, develops, tests, builds, implements, maintains and enhances computer application systems that perform automated business processes to meet departmental needs.
- Prepares specifications.
- Designs logic flow diagrams, screens, file structures, reports, forms and menus.
- Performs quality assurance tasks.
- Tests and de-bugs application.
- Develops technical documents, including procedures.
- Provides training on new application systems to users.

EMPLOYMENT STANDARDS

Knowledge of:

- Operation of various types of computer and peripheral equipment.
- Principles, procedures, techniques, nomenclature, and operation of computer systems.
- Computer equipment maintenance procedures, hardware configurations, and operating principles.
- Capabilities, limitations, characteristics, and uses of computer information systems, related hardware, various software application programs and operating systems.
- Telecommunications and networking equipment, maintenance procedures, hardware and software configurations, and operating principles.
- Techniques of personal and group instruction and training.
- Procedures necessary to maintain the integrity and security of data in the automated system.
- Principles and practices of technical problem solving.
- Business system applications.

Ability to:

- Evaluate and interpret automated information systems from a user perspective.
- Analyze departmental data system needs and requirements; identify goals and objectives, and problems; examine alternatives; develop conclusions and recommendations; and implement solutions.
- Prepare clear and concise reports, documentation, and other written materials.
- Read and comprehend written material on a wide variety of technical subjects.
- Organize work, set priorities, meet critical deadlines and follow up on assignments with a minimum of direction.

Ability to:

- Establish and maintain effective working relationships with all persons contacted during the course of work, including clients, users and senior managers.
- Maintain confidentiality of information.
- Communicate clearly and concisely, both orally and in writing.

Network/Server Administration Option (In addition to the general KAs):

Knowledge of:

- Logical and physical network design.
- Standard networking concepts and practices, including server/networking administration.
- Networking equipment, switches, routers, internet protocols, firewalls.
- Data communication concepts and principles
- Network security policies, techniques and procedures.
- Network documentation, configuration, maintenance and diagnostic procedures and techniques.

Application Development Option (In addition to the general KAs)

Knowledge of:

- Business system analysis
- Database applications
- Principles and practices of database development.
- Programming languages

MINIMUM QUALIFICATIONS (Education and/or Experience)

Information Systems Analyst I:

1. Equivalent to an Associate's Degree or completion of an approved certificate program in computer science, information systems technology, management information systems or a related field.

AND

One year of experience in the Interagency Merit System performing duties comparable to Information Systems Technician; or One year of experience analyzing, installing, maintaining and troubleshooting computer hardware, software and network devices, which includes working with various operating structures and database structures. (Additional qualifying experience can be substituted for the educational requirement on a year-for-year basis).

OR

2. One (1) year of experience in the design, oversight, coordination and operation of a department's automation system; which includes, depending upon the option recruited for professional experience in network/server administration or application development

Information Systems Analyst II

1. One (1) year of experience in the Interagency Merit System performing duties comparable to Information Systems Analyst I.

OR

2. Two (2) years of experience in the design, oversight, coordination and operation of a department's automation system; which includes, depending upon the option recruited for, professional experience in network/server administration or application development (Equivalent to an Associate's Degree or completion of an approved certificate program in computer science, information systems technology, management information systems or a related field may be substituted for up to one year of the required experience).

SPECIAL REQUIREMENT

Some positions may require the ability to lift up to 40 lbs.

DRIVER LICENSE REQUIREMENT

Some positions in this classification may require possession of a valid California driver's license. Employees who drive on County business to carry out job-related duties must possess a valid California driver's license for the class of vehicle driven and meet automobile insurability requirements of the County. Eligibility for employment for those who do not meet this requirement due to disability will be reviewed on a case-by-case basis by the appointing authority.